

GEARS: Download to Excel Login Fix

Step 1 – Open Internet Explorer Browser

In order to fix the Download to Excel option we have to make the GEARS URL (uniform resource locator – essentially a web address) a trusted site in your Internet Explorer Browser. Please Note: this document was created using and based on IE version 9. If you have a different version of Internet Explorer you may need to contact the JIS help desk for additional assistance.

Step 2 – Select Tools -> Internet Options

On the command bar below the URL entry textbox there is a menu option of Tools, at the very bottom select Internet Options.

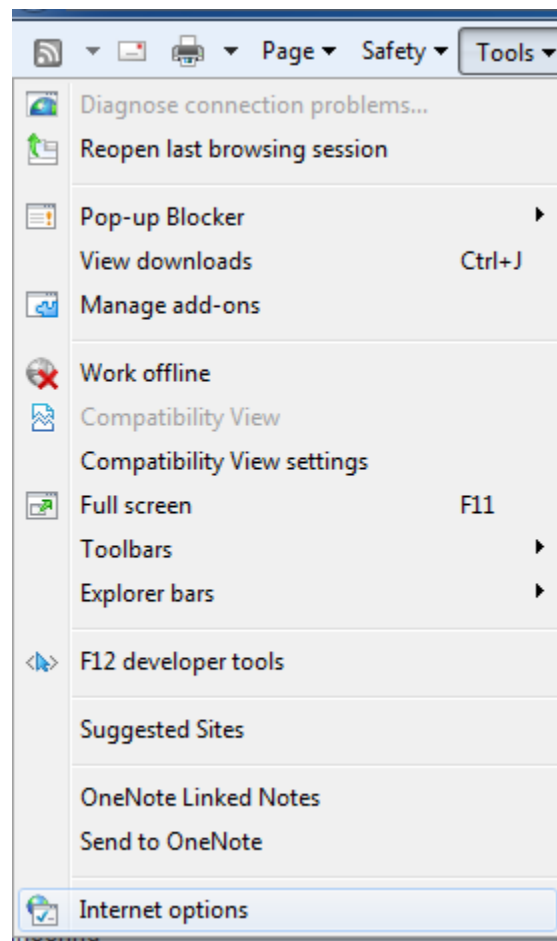


Figure 1 - Step 2

Step 3 – Click on the second tab named “Security”

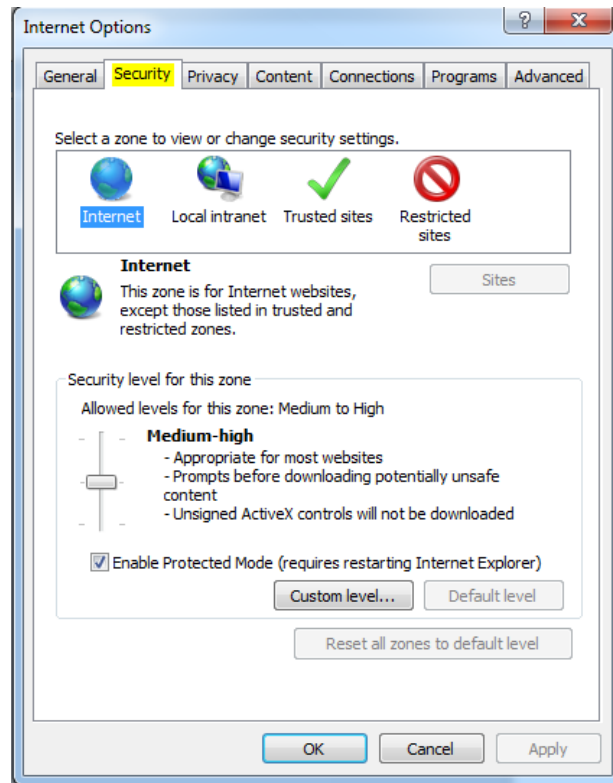


Figure 2 - Step 3

Step 4 – Click on option “Trusted sites” in the Selection Box “Select a zone to view or change security settings.”

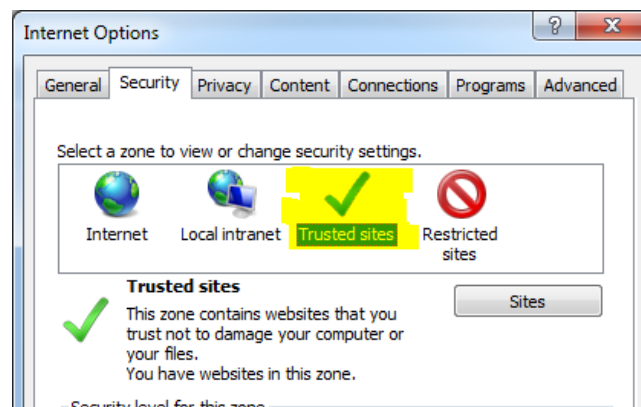


Figure 3 - Step 4

Step 5 – Click on the “Sites” button.

This will open up a dialogue to enter trusted sites (which you will act upon in Step 6).

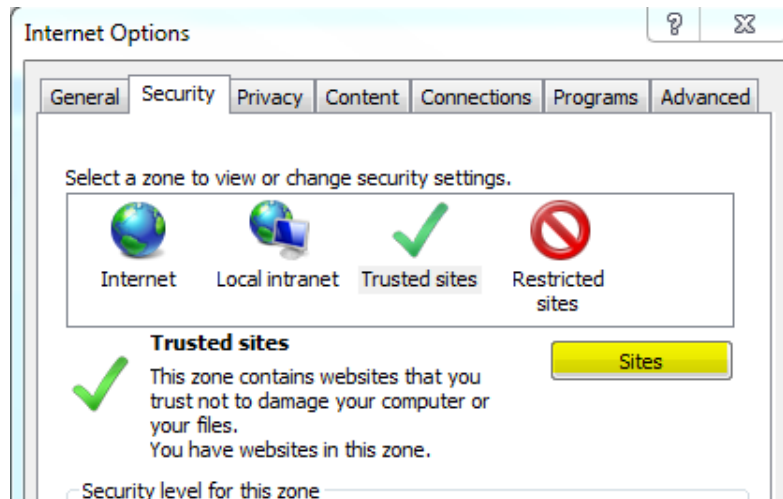


Figure 4 - Step 5

Step 6 – Click on the Add button in the Trusted sites Pop-up

The URL (<http://gears.mdcourts.gov>) that you use to access GEARS will pre-populate the text box, if you see a different web URL then you are on a separate network and this fix may not resolve your Excel download issue. If you have additional issues please contact the JIS help desk.

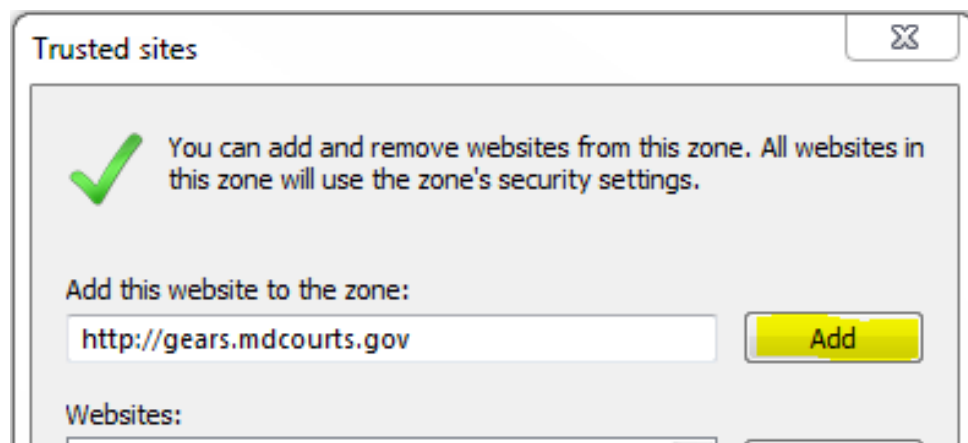


Figure 5 - Step 6

Step 7 – Review the Trusted Websites and Click the Close Button

You should now see the gears.mdcourts.gov URL in your trusted websites.

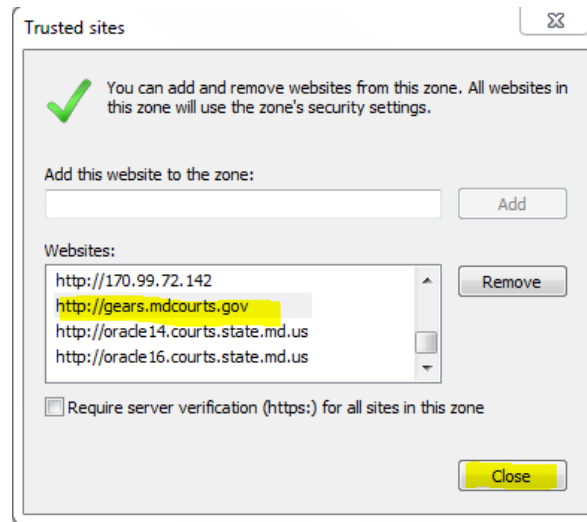


Figure 6 - Step 7

Step 8 – Click the OK Button to close your Internet Options

This completes the steps required to change IE settings to fix the download to Excel login error.

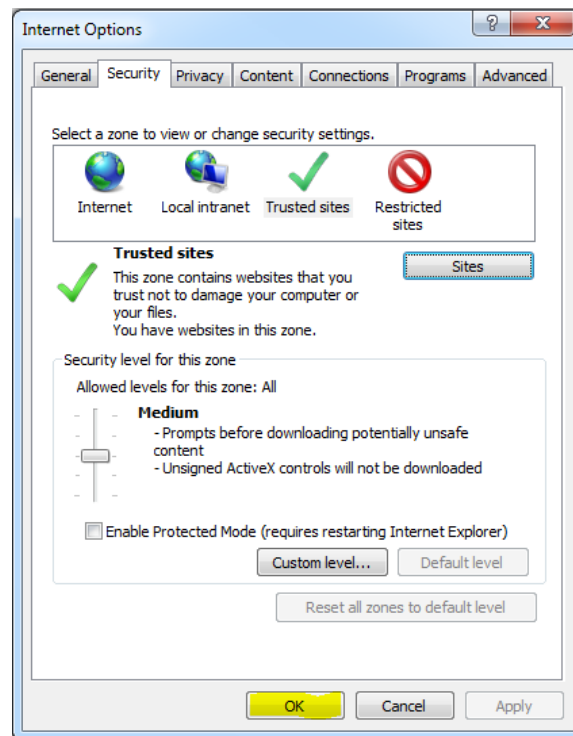


Figure 7 - Step 8